RESNET *PLATINUM*

USER GUIDE

INSTRUCTIONS

RULES AND ACCEPTABLE USE POLICY

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Welcome to ResNet Platinum!

ResNet Platinum is your complete wireless solution. Whether you want to connect your laptop, games console, netbook or tablet, *ResNet Platinum* can cope – wirelessly!

Once you have collected your ResNet Wi-Fi Kit, and are ready to start using it for the first time, all the information, and step-by-step instructions you will need are here.

This guide also includes the **Acceptable Use Policy** for the ResNet – please take a moment to read these.

Getting started

Once you have collected your **ResNet Platinum Wi-Fi Kit** will have the following parts:

ResNet Access Point – The wireless hub that all your devices connect to, *pre-configured* to work with ResNet.

Power Adapter – This powers the device.

Ethernet Cable – The Ethernet cable can be used to connect your Access Point to the ResNet Network.

Your access point is yours when you leave. When you complete your course and wish to *reset* your access point to use outside of ResNet you will need to refer to the TP-Link website www.tp-link.com. You will need to click on support followed by downloads and then select your product (TL-WR720N) from the list provided. The website has all the information, help, documentation and the software you need for using your device as an ordinary wireless access point when you leave.

Setting up your ResNet Access Point

Your ResNet Platinum Wi-Fi Access Point is very easy to set-up and use.

1. Connect the Ethernet cable

Connect one end of the Ethernet cable to the blue port labelled ***WAN*** on the Access Point and connect the other end to the ***network point*** on the wall. Both ends should slide into place with a *click*.

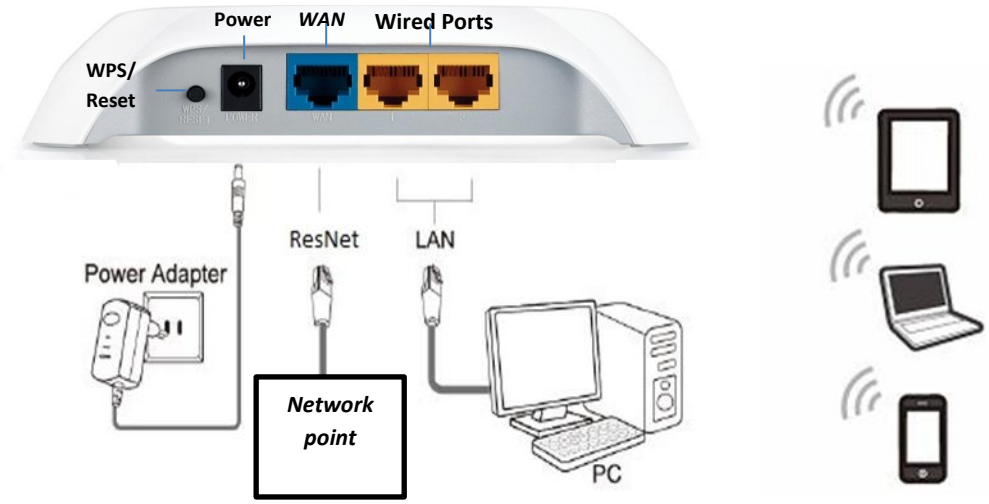
2. Connect the Power cable

Connect the lead from the power adaptor to the Access Point and then plug the power adaptor in to the socket on the wall.

3. Wait for the Green light to appear

A green LED will start flashing on the Access point as it starts-up and connects to ResNet.

After 1 minute, your ResNet Access Point will be ready for use.



Remember! To reboot your device turn the power off from the socket and then switch it back on. Do NOT press the reset button (circled in red) as this will stop your device working on ResNet.

Connecting devices to your Access Point

Once your ResNet Wi-Fi Access Point is set-up, it's time to connect your devices to it so that you can access the Internet!

The ResNet Access Point speaks a wide range of wireless protocols, so most devices can connect to it.

You connect to it just like you would to *any other wireless network*, but in case you need help, the steps below will work for most devices – including *smartphones*, *computers*, *tablets* and *games consoles*.

1. Turn on your device's Wi-Fi

Ensure that your device *(Phone, Computer, Games console)*'s Wi-Fi is switched on.

2. View the Access Point details on the top of your device

The Access Point's **name** and **secret passkey** are labelled on the top of the device.
Keep the passkey to yourself and do not share it.

3. Make the connection

Open the **Wi-Fi connection settings** on your device and select your ResNet Wi-Fi Access Point by name from the list. Connect to it and enter the **secret passkey** as you would for any other wireless network.

4. That's it!

When your device says it is connected, the Access Point will give it direct access to ResNet and the Internet!

Connecting Wired Devices

If you would like to connect a wired device you will need to connect an Ethernet cable to one of the yellow LAN ports on the router and plug the other end into your device. That's it, you're done!

Can't connect? Need some help?

As always, if you have any difficulties, you can get help *directly in your room* from our **ResNet Advisors** – simply go to your **Court Reception** to request a visit, and we'll do our best to assist.

If you *do* have difficulties connecting, you can switch back to using **Wired ResNet access *at any time***, by simply disconnecting your **ResNet Wi-Fi Access Point** and plugging a computer directly into the socket.

Other Information:

Moving Rooms

If you change room, simply take your Access Point with you and plug it in there. ResNet will detect that you have changed room, and will move your connection to your new room.

Leaving Accommodation

Once you move-out of accommodation and no-longer use ResNet, you can reset your device and use it as an ordinary wireless access point wherever you move to. To do this, hold down the reset button for 10 seconds and follow the instructions which are available from the TP Link website www.tp-link.com.

Note that once you have done this, the Access Point will no longer work on ResNet.

Transferring Access Points

The Access Point is yours when you leave ResNet. Once you have reset it, it will no longer work with ResNet and you are entirely free to do with it as you please.

However, while you are on ResNet, the device is transferrable between users. If you decide to sell your device to another student please ensure you inform University IT at usersupport@surrey.ac.uk.

Remember! You will be responsible for anything done through your Access Point on ResNet, until the device is reset for use outside of ResNet.

For this reason, please also keep the secret passkey private.

If you think someone else has found-out the secret passkey for your device, please let us know so that we can change it for you.

The Rules:
The ResNet Acceptable Use Policy

"Huh? Acceptable *what*?"

To keep things running smoothly and prevent problems for our users there are some rules you must abide by to use both ResNet Gold and Platinum. These are set out in the **Acceptable Use Policy**.

Please take a few minutes to read these – we've kept them as simple as we can.

Remember that as a user of University IT facilities, you *also* need to follow the **general University IT rules and regulations, just like you would anywhere else on campus.**

The full University IT rules page can be found at www.surrey.ac.uk/universityit the rules here are *specific to ResNet.*

If you have any queries about these rules, then please contact **User Support** on usersupport@surrey.ac.uk , or arrange for a visit from a **ResNet Advisor** through your court reception, who will be happy to advise you further.

Note: By using the ResNet connection you will be considered to have *agreed to abide by these rules* – so please take a few minutes to read them.

Part 1: Access to ResNet – The "Do's" and "Don'ts"

Some Simple rules about what to do and what to avoid:

The Do's:

Do **connect your devices!**

We are happy for you to connect smartphones, tablet computers, laptops, desktops, printers and more! Remember ResNet Gold can connect up to 3 devices using a dumb hub or switch and ResNet Platinum can connect an unlimited number of devices.

Do **use the internet and browse the web**

Browse the web, use Instant Messaging, listen to (incoming) internet radio stations, and watch (legal) IPTV – the internet contains a lot to enjoy – make the most of it!

Do **use VOIP (especially Skype) and video chat**

Free phone-calls and video chat via your computer is a wonderful thing, and completely allowed. We don't block **any** VOIP clients, but we are aware that one or two (Such as *Paltalk*) have difficulties with our network

Do **play network games**

While we can't help with that critical frag, or fix a glitchy game server, we *are* happy for our users to play networked games. Let us know if a game can't run on our network and we'll see what we can do to let it through.

Do **access University systems, Filestore and email**

All the usual university resources should be available to you (as with any other Internet connection) to enable you to study from the comfort of your own room.

Do **swap between ResNet Gold and ResNet Platinum as you need to**

You can switch back to ResNet Gold easily - simply remove the Wireless Access point and connect directly to the wall.

Do **keep yourself protected**

Make sure that you are running suitable and up-to-date *anti-virus* and *anti-spyware* software. See the ResNet web pages for a list of suitable products.

Also, do use your connection to make sure that your computer has the latest *updates* for its security software and has the very latest *Windows System Updates* or *MacOS System Updates*.

Do **use VPNs back to your home systems**

While the occasional network collides with ports that are closed, we're happy for you to VPN back to your corporate networks.

*(This does **not** include "TOR" ('The Onion Router'), which should not be used)*

…and the Don'ts:

Do not ***download, distribute*** **or** ***advertise*** **copyrighted, obscene or illegal material**

Regardless of whether it is done via p2p software or other means, we are required to remain within the law. Downloading (or being involved in) the sharing of copyrighted material (such as films, audio or software) is unlawful and is forbidden.

Do not ***harass others on ResNet or the Internet***

Regardless of the reasons it's done, we want a safe environment for our users and not to contribute to harassment here or elsewhere. Such harassment is usually illegal, and even if not, will be responded to strongly by the university and ***will*** result in suspension of access.

Do not **do peer-to-peer filesharing**

P2P filesharing protocols, *especially Bittorrent*, and **P2P filesharing programs**, such as *uTorrent*, *Vuse*, *Deluge*, and *Xunlei ("Thunder") are not allowed on ResNet.*

This is to protect our network's quality of service (for all users) and to prevent legal difficulties for both **you** and **us**. We'd rather not see legal actions, and many p2p protocols fall foul of our network management in their attempts to 'maximise' their bandwidth use and can cause issues.

(*All* UK Universities are required to block peer-to-peer filesharing as a condition of accessing the Internet via the Joint Academic Network (JANET), so most places are in a similar position)

Note, most ***non-filesharing*** *p2p systems (such as Skype) are not as aggressive, or open to legal action, and so are usually allowed.*

Do not **run servers** *(including* Web, email, DHCP *and other services)*

Our bandwidth and services are set-up for the benefit of our students, not to provide services and facilities for non-ResNet users via our bandwidth. If you wish to set-up a service for an external service, you'll need to find an external system to host it for you.

(We *will consider* exceptions for academic-only purposes, but need to work-out the effect on our network – email usersupport@surrey.ac.uk for advice)

Do not **attempt to connect to both ResNet Gold and ResNet Platinum <u>at the same time</u>**

You can freely switch between ResNet Gold and Platinum services however do not plug anything including any equipment between the ResNet device and the network port on the wall as this will create a network loop.
All computer networks respond very badly to any kind of network loop (directly or indirectly), caused by connecting to the same network (ResNet) twice – and you will lose your access while we sort out the resulting mess. Don't try this.

Do not **attempt to bypass our security**

Our security is in place to keep the network running reliably, and to **protect our users**. Attempting to bypass or reverse-engineer our security **including** by *manually setting IP-addresses*, *'cloning'* or *changing MAC addresses* and similar is **not allowed.**

(If you have previously adjusted your games console's MAC address to try to get it working on ResNet, <u>now</u> is the time to change it back.)

Part 2: Responsibilities

Here are the things you need to do and be aware of when you connect to our system.

You are responsible for all traffic that is sent via your ResNet Connection.

It is **up to you** to ensure that your devices connected to ResNet do not break the "Don'ts" and other rules.

Especially, ensure that your systems are clear of viruses and other malware

If you are having difficulties, or believe a device might be breaching our rules, then **please** ask us for help – *We will be happy to assist.*

Allowing others to use your *Wi-Fi to circumvent ResNet access suspensions is forbidden*

There's a very good reason behind **all** access suspensions and we need that user to keep off the network until we can resolve the issue behind the block.

Usually the suspended system contains malicious software that is *actively attacking* our system or users so it is important that you do not give suspended users access through *your* wireless device to circumvent the block.

Doing this will usually cause your access to be suspended *automatically* when the same activity is seen from *your* wireless access device.

The suspended user should work with us to resolve the actual issue instead.

Allowing others to access your Wireless is your responsibility – be careful!

Even if they are not suspended, if someone wants wireless access to ResNet, they should normally purchase an access point so that we can balance the bandwidth used properly between rooms.

If you have visitors to your room, you **can** give them access but you are then responsible for what *they* do. We advise you to enter the Wi-Fi details in their device yourself to keep your Wi-Fi passkey private.

You are responsible for keeping your Wireless passkey secret

Just as with your University IT username and password, you should keep your **Wi-Fi passkey** *secret* and not share it widely with other users.

If you allow others to have access, we recommend that you enter the Wi-Fi details and passkey directly yourself.

*If you believe that your passkey is compromised, please Contact **ResNet Support** using a ResNet Support Form from your Court reception, so that we can visit and reset the access. As always, contact **User Support** on **9898** if you need advice.)*

Part 3: 'We reserve the right to'

Our job is to keep the service running as smoothly as possible, to protect our users, and just occasionally to protect others **from** our users. To enable us to do this, we reserve the right to do the following:

Suspend individual users' ResNet service (without prior warning)

If we find a problem with a user or their equipment, that looks like it's **affecting the network**, the **service for other users**, **causing external complaints** (*or* the user is breaking the other rules here) then our priority is to protect the service and our users. **This means that we will suspend ResNet access for these users while we work on the problem.**

Though we usually can't give prior notice when this happens, we **will** email you on your university email account to explain what is happening. ResNet access suspensions do not block your campus IT access.

In rare occasions, disciplinary procedures or repeated breaking of the rules will cause a longer-term or permanent withdrawal of the ResNet service. Your course tutor will be notified if this occurs.

Monitor network traffic – and dynamically filter, 'shape' or block traffic

We want to keep our network running smoothly, and protect our users and our service. This means that we will actively manage the different kinds of traffic passing through our network to provide the best experience possible for the majority of our users, especially if the network is under heavy load.

We will also block or filter traffic that is in breach of English law and UK legislation, University and University IT rules, appears to be malware or abuse, or which causes reasonable external complaints.

Forbid use of certain software, or require the use of alternatives

If we have trouble with particular software on ResNet, we may need to require that you remove the software.

We can usually recommend alternatives when this happens. Our recommended replacements are all free-of-charge and will usually be at least as good as paid-for equivalents (and often better!). In the case of computer security problems, we may need to require you to use certain products.

Maintain and upgrade the service, even where downtime may result

To keep the service running smoothly and upgrade our service, we may need to replace, upgrade or repair parts of the network. This may result in temporary loss of service.

Where the work is **scheduled in advance**, you will be notified via the email address you gave the Accommodation Service when you moved-in.

If **unscheduled work** becomes necessary, advanced notice may not be possible but we will do our best to notify you and keep you informed via email, the ResNet website and social media. **We *always* work to minimise the impact of our repair and upgrade work, and keep service outages as short as possible.**

Amend this policy as required

ResNet Gold and ResNet Platinum are new services, and circumstances change as technology advances. To enable us to keep up with new advances, keep the service running smoothly for our users, and improve the service, we need to reserve the right to update and amend these rules.

Notice of any update will be posted to http://www.surrey.ac.uk/universityit and will be announced via the University IT twitter feed or other social media.

Part 4: Refunds, Replacements and Repairs

Your ResNet Wi-Fi Kit is covered by a 1 year warranty on campus from the date of purchase. This means if something goes wrong with your device within this time we will repair or replace it for free.

The **ResNet Refunds, Replacement and Repairs Policy** below outlines what is covered by your warranty and what you need to do if you require a refund or your device is lost, stolen, damaged or faulty.

1. What if I change my mind and wish to cancel my order?

If you decide you no longer want your ResNet Wi-Fi Kit within 7 days of receiving it, you can request a full refund, which will be made via the online store. You will need to email usersupoort@surrey.ac.uk who will advise you of the next steps.

2. What if my ResNet Wi-Fi Kit is faulty?

If your ResNet Wi-Fi Kit develops a fault, or is accidentally damaged, within 12 months of purchase, we will replace if for free with a new or refurbished device. If a fault is reported within 7 days of receipt of the kit, we will replace it for free with a new device. The original device must be presented and will be retained on your receipt of the replacement.

To report a faulty or damaged device email usersupport@surrey.ac.uk or call 9898.

The University reserves the right to limit consecutive replacements due to accidental damage.

3. What if I lose my ResNet Wi-Fi Kit?

If your ResNet Wi-Fi Kit is lost or stolen please email usersupport@surrey.ac.uk to have it disabled for use with ResNet. Should you wish to continue to use ResNet wirelessly in your room, this will also enable you to procure a new Wi-Fi Kit from the online store.

Part 5: 'But what about?'
Other questions, updates and how to get help.

If something you want to do isn't listed here

…and you are not sure if it is going to be allowed, please check ***first*** with **User Support** (who will refer to ResNet Support and our Networking team as necessary) either by telephone on internal number 9898 or by email at usersupport@surrey.ac.uk

Any questions? We will be happy to advise further

We would *much rather* discuss a concern before it becomes a problem for either **you** or **us,** than have to take action, and clean-up the aftermath once it becomes an issue. We want to help *before* something becomes a problem.

Updates to these rules

ResNet Wi-Fi is a new service, and as with any such service updates to these rules may need to be posted from time-to-time.

We will inform you of changes on the **University IT web pages** at http://www.surrey.ac.uk/universityit and also via University IT's **twitter** and **Facebook** accounts:

Twitter: https://twitter.com/UniOfSurreyIT
Facebook: http://www.facebook.com/UniOfSurreyIT

The current version of both the **ResNet Wi-Fi** *and* **ResNet Wired** Rules and Acceptable Use Policies can always be found via http://www.surrey.ac.uk/universityit.

This concludes the ResNet Rules and AUP